



Accommodating Diversity in Service Provision

Lisa McCormack, Project Manager,
Education for Employment

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The EQUAL Concept

- Practical steps
- Service Providers
- Engagement with Service Users
- Accessible to excluded groups
- Revision of current service provision, current policies, current procedures and current practices.



Equality and Diversity

- What is Equality?
Providing services in equal ways
Equality of opportunity, access and participation
- What is Diversity?
Providing services in non-discriminatory ways
People are valued regardless of background



Excluded Groups

Gender	Marital Status	Family Status
Age	Disability	Race
Sexual Orientation	Religion	Travellers



Example of difficulties encountered by a sample of groupings

- Disability
- Race
- Age



Typology of Barriers

- Contextual Barriers
- Institutional Barriers
- Informational Barriers
- Situational Barriers
- Personal / Dispositional Barriers



Roma Cultural Mediation, EQUAL Ireland Project & e4e Projects

- Aims
- Barriers encountered
- Solutions



Overcoming barriers

- Equality proofing
- Identification of barriers
- Review current services offered
- Develop policies on accessibility



Finally...

Thank You!